

## **Frequently Asked Questions**

If you still have questions after reading the FAQ below, please contact Parcel Pending at [info@parcelpending.com](mailto:info@parcelpending.com) or 855-316-4756.

### **How does it work?**

It's easy!

1. Shop anywhere online and provide your home address for shipping.
2. Courier delivers your package into the Electronic Locker System.
3. We instantly send you an email and/or text message notifying you of your delivery and provide a unique access code.
4. Enter your access code on the locker touchscreen and retrieve your package.

### **Does it cost anything to use Parcel Pending?**

- There is a one-time registration fee of \$20 that will be waived if you sign up by August 15, 2016.
- Packages need to be retrieved promptly to ensure lockers will be available for all residents' deliveries. A storage fee of \$3 per day will be charged for packages left in the lockers beyond 3 days. Storage fee terms may change during peak holiday periods in which case you will be notified in advance.

### **What happens if I'm out of town or unable to pick up my package promptly?**

You can edit your profile and place your account in vacation mode where no packages will be delivered into the lockers for you and you will need to make arrangements to pick it up from the local courier hub. Another option would be to forward your access code to a friend or family member to pick it up for you or have the item delivered elsewhere.

Any packages unclaimed for a period of 30 calendar days after notification to resident may be removed from the locker by management and returned to sender.

### **What happens if a delivery is attempted and I'm not signed up?**

After August 15, 2016 your package will be returned to the sender.

### **Who in my apartment should sign up?**

All residents should sign up.

### **Does everyone who signs up need to provide a credit card?**

One credit card is required for each account. You may add additional occupants onto your account during the sign up process. All occupants listed under each account will be billed to the credit card on file for that account.

### **What if I have roommates and don't want them on my account?**

If you share an apartment and want separate credit card billing, you'll need to sign up for separate accounts.

### **How do I know my credit card data is secure?**

Parcel Pending utilizes an independent, leading provider of data security services to process payment transactions and ensure your credit card data is secure and does not retain your credit card data.

**What address should I ship to?**

Simply use your home address.

**What if I can't reach up to the tallest lockers?**

When you sign up for Parcel Pending, be sure to check the box that asks if you need your locker below 4 feet.

**What if my parcel is too large to fit in a locker?**

If you are signed up, your packages that do not fit in the lockers will be at the concierge desk.

**What if perishables are sent to me?**

We encourage you to pick up your packages as soon as possible.

**What if I haven't received a notification?**

Then your package hasn't arrived.

**What if I need to return a package, can I do that?**

At this time Parcel Pending is only meant for incoming packages.

**What if I move apartments within the community?**

You will have to sign into your account online, under "edit profile" scroll down to "Change Address" and add the information required.

**I changed credit cards, how do I update my information?**

Under "Manage Payments" click on "Add Credit/Debit Card," enter all required fields, once finished, click save. Then under "Manage Payments" choose "Make Primary" under the credit/debit card you want as your primary credit/debit card.

**What if I accidentally deleted my access code notification?**

You can obtain your access code through the Log-in page of the website. Or, contact Parcel Pending at [info@parcelpending.com](mailto:info@parcelpending.com) or 855-316-4756.